

TNB Notice of Infraction Process

Paula J. Hammond, P.E.
Secretary

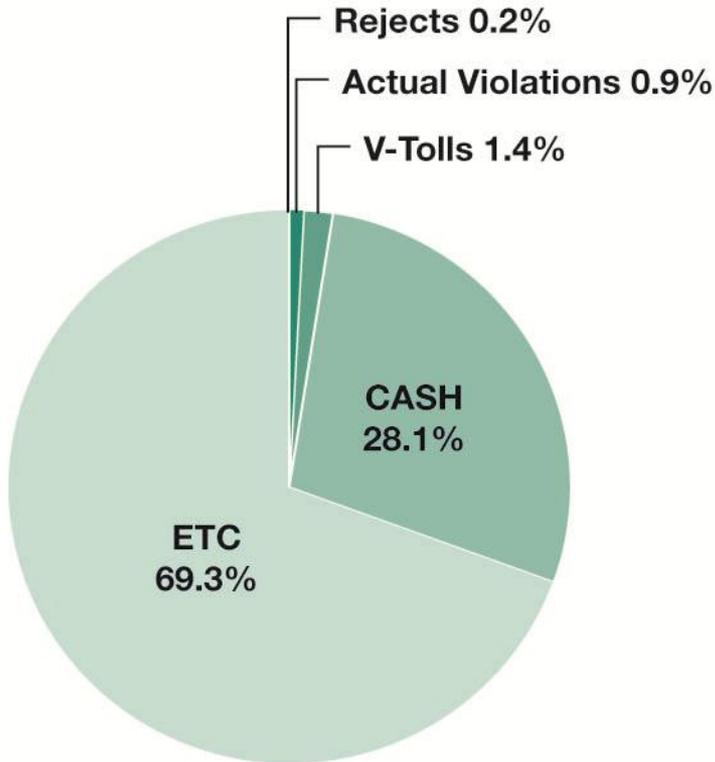
David L. Dye, P.E.
Deputy Secretary

Steve Reinmuth
Chief of Staff

Craig J. Stone, PE
Toll Division Director

Washington State Transportation Commission
March 20, 2012

Tacoma Narrows Bridge Payment Methods Under Previous System



Total Traffic*	15,449,212	100%
ETC	10,699,377	69.3%
CASH	4,346,680	28.1%
Potential Revenue Images	388,596**	2.5%
V-Tolls <i>Good To Go! Customers identified by license plate</i>	214,970	1.4%
Rejects <i>bad images – 9.8% of potential revenue images</i>	38,028	0.2%
Actual Violations	135,598	0.9%

* Based on Sept 1, 2009 through Sept 30, 2010 (13 months of data)

** Figure does not include 14,559 duplicate images and non-revenue trips

TNB Notice of Infractions

- **History:**
 - Notice of Infractions (NOIs) on TNB should have ended in early 2011 with the transition to Photo Tolling and the Notice of Civil Penalty Process.
 - NOI process was not part of the original ETCC contract.
 - Due to schedule delays, ETCC proposed taking on that work as an interim solution.
- **Impact of the NOI Issues:**
 - 2.5% of traffic was impacted by the NOI issues, the remaining 97.5% of *Good To Go!* and cash customers were not impacted.
 - Pierce County District Court typically processed approximately 112,000 infractions per year, resulting in \$595,000 in revenue.
 - In calendar year 2011 violations were down approximately \$300,000.

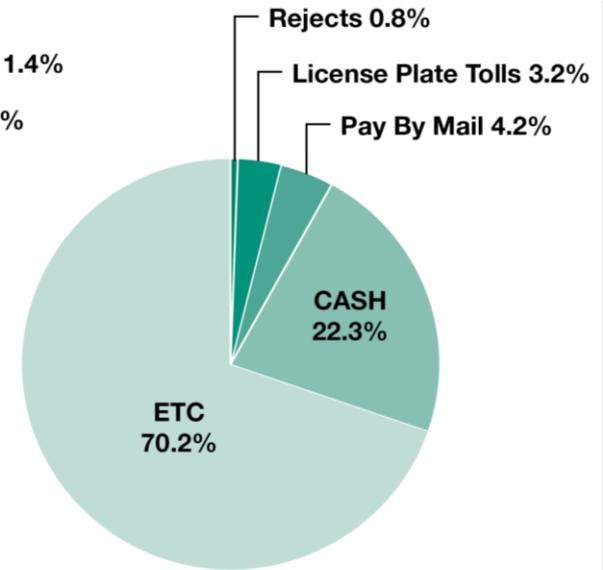
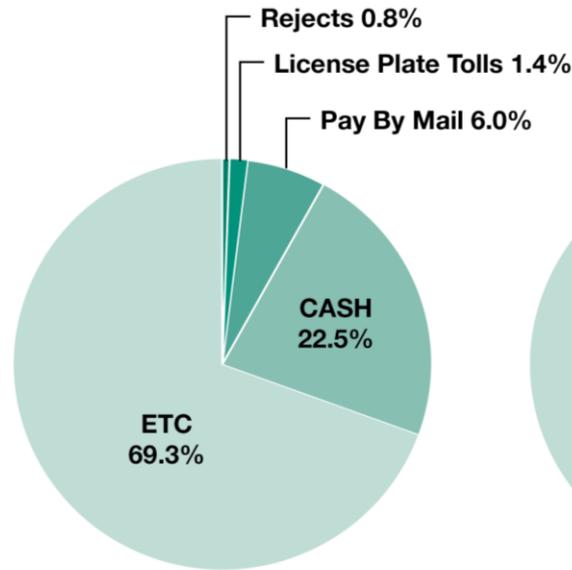
Transition to New CSC Vendor

- ETCC contract awarded December 2009
- Data Migration from original CSC occurred in February 2011
- Challenges with the transition required significant customer interaction
 - System issues
 - Interface issues
 - Toll reader problems
- Violation processing was backlogged, and many were dismissed
- Photo tolling successfully launched December 2011

Financial Implications of NOI Issue

- **Holding TNB Toll Payers Harmless:**
 - Since July 2011, WSDOT has withheld payments of \$40,000/month for a total of \$240,000
- **Next Steps:**
 - WSDOT is pursuing any remaining lost revenue
 - Currently in negotiations to resolve the NOI issue, schedule delays and associated damages.
 - If negotiations fail, WSDOT will invoke the Disputes Review Board.

Early Observations of photo tolling on TNB



	Sept 2009 – Sept 2010		Jan – Feb 2012*	
Total Traffic	15,449,212	100%	2,068,447	100%
ETC	10,699,377	69.3%	1,451,325	70.2%
CASH	3,477,344	22.5%	461,884	22.3%
Potential Pay By Mail	1,257,932	8.1%	155,192	7.5%
License Plate Tolls	214,970	1.4%	4,966	3.2%
Rejects	123,277	0.8%	1,238	0.8%
Pay By Mail	919,685	6.0%	6,518	4.2%

* These numbers are based on unaudited and un-reconciled vehicle counts.

Questions?

For more information please contact:

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